

INTERNET USER GUIDE – PASSWORD ACTIVATION

Open the Internet browser and type www.firstalliancebankzambia.com on the URL

Click on the Internet Banking tab, then Login Internet Banking.

INTERNET USER GUIDE – PASSWORD ACTIVATION

The screenshot shows the website for First Alliance Bank (Z) LTD. The browser address bar displays the URL <http://192.9.210.43:70>. The website header includes the bank's logo and name, "FIRST ALLIANCE BANK (Z) LTD (Registered Commercial Bank)", and a contact number for Internet Banking: +260 211 229305. A red navigation bar contains the following menu items: Home, About Us, Personal Banking, Corporate Banking, Internet Banking, Downloads, Financial Results, and Contact Us. The main content area features three promotional banners: "Personal loans" with a "Read More" button, "Corporate Banking CORPORATE DEPOSIT PRODUCTS" with a "Read More" button, and "Internet Banking" with the text "Ebanking is the First Alliance Bank commercial online banking" and a "Read More" button. To the right, there is a section for "Indicative Forex Rates" for Thursday 28, April 2016, with a table showing rates for USD, GBP, EUR, and ZAR. Below the table is a disclaimer: "The above rates are indicative and subject to change without notice. Please call +260 211 229306". At the bottom right, there is a "Login to internet banking" button. The Windows taskbar at the bottom shows the time as 10:34 AM on 5/6/2016.

Indicative Forex Rates
Thursday 28, April 2016

Currency	Buy	Selling
USD	9.5554	9.7465
GBP	14.4040	14.6921
EUR	11.3197	11.5461
ZAR	0.6753	0.6888

The above rates are indicative and subject to change without notice. Please call +260 211 229306

Click on the Login

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First Alliance Bank (Z) Ltd

FIRST ALLIANCE BANK (ZAMBIA) LTD [ZM] | <https://online.fabank.co.zm/B001/home.jsp>

Call us for any query on: +260 211 229305

Choose Language: English

User Home

First Alliance Bank Internet Banking

LOGIN

Forgot Password?

Security Tips

- Do NOT share your Internet Banking password with anyone
- ENSURE you change your password regularly.
- Do NOT share your Security Question answers with anyone.
- Do NOT save your Credentials on a publicly accessed computer
- NEVER leave your computer unattended once you have signed in.
- Set a password that can NOT be easily guessed by anyone else.

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Privacy | Home | About | Contact Us

10:35 AM
5/6/2016

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Tick Off use Virtual Keyboard in order to use the Keyboard

Type the User ID and Login password received via email

First Alliance Bank (Z) LTD
(Registered Commercial Bank)

Call us for any query on: +260 211 229305
Choose Language: English

Please login to First Alliance Bank Internet Banking
Choose Theme: Contemporary

User ID: parish

Virtual Keyboard | Standard Keyboard

Password: [] Forgot Password?

Sign In

Windows Taskbar: 5:26 PM 4/28/2016

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Click on Accept

First Alliance Bank (Z) Ltd | Internet Banking - Google Chrome
FIRST ALLIANCE BANK (ZAMBIA) LTD [ZM] | https://online.fabank.co.zm/B001/internet

FIRST ALLIANCE BANK (Z) LTD
(Registered Commercial Bank)

Step 1: Terms and Conditions
Step 2: Force Change Password
Step 3: Force Change Security
Step 4: Set Account Nicknames
Step 5: Complete

It is a mandatory step before you continue with first time, please read through our "Internet Banking Terms and Conditions" available below.
To continue please click "Accept".
If you do not accept the Terms and Conditions, please click on "Decline" to immediately discontinue the access to the Online Banking services.

TERMS & CONDITIONS for INTERNET BANKING facility for FIRST ALLIANCE BANK Customers

Definitions:
In this document the following words and phrases have the meaning set opposite them unless the context indicates otherwise such credits:

1. Bank refers to First Alliance Bank Zambia Limited having its Head office at Plot No. 627, P.O. Box 33959, Cairo Road, Lusaka, Zambia including all its branches located in Zambia.
2. Customer refers to a Company registered under the Companies Act, a Partnership Firm or a Proprietary Concern registered under the Business Names Act, Government Body/ Department, NGO, Association, Club, Society and Trust who maintains or holds an account(s) with the Bank.
3. e-banking is the Bank Internet Banking Service, offering the various facilities to the Customer such as accounts enquiry, statement of account, foreign exchange rates inquiry etc. and other facilities as the bank may decide to provide from time to time.
4. User refers to any person(s) authorised by the Customer availing, using or operating a banking facility of the Bank on behalf of

Accept Decline

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5:26 PM
4/28/2016

INTERNET USER GUIDE – PASSWORD ACTIVATION

Tick Off user virtual keyboard

Type the Login password received in “Enter Old Password”

Create a new password with Capital, Small & digits E.G “Zambezi73”. Do the same with the Transaction password

Note do Not use special characters in your password such ?,#,% etc.

First Alliance Bank (Z) Ltd | Internet Banking - Google Chrome
FIRST ALLIANCE BANK (ZAMBIA) LTD [ZM] | https://online.fabank.co.zm/B001/internet

FIRST ALLIANCE BANK (Z) LTD
(Registered Commercial Bank)

Step 1: Terms and Conditions → **Step 2: Force Change Password** → Step 3: Force Change Security → Step 4: Set Account Nicknames → Step 5: Complete

It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services.

Thank you for accepting Terms and Conditions.

Change Login Password

User ID: parish

Enter Old Password:

New Password:

Confirm New Password:

Change Transaction Password

User ID: parish

Enter Old Password:

New Password:

Confirm New Password:

[View Password Policy](#)

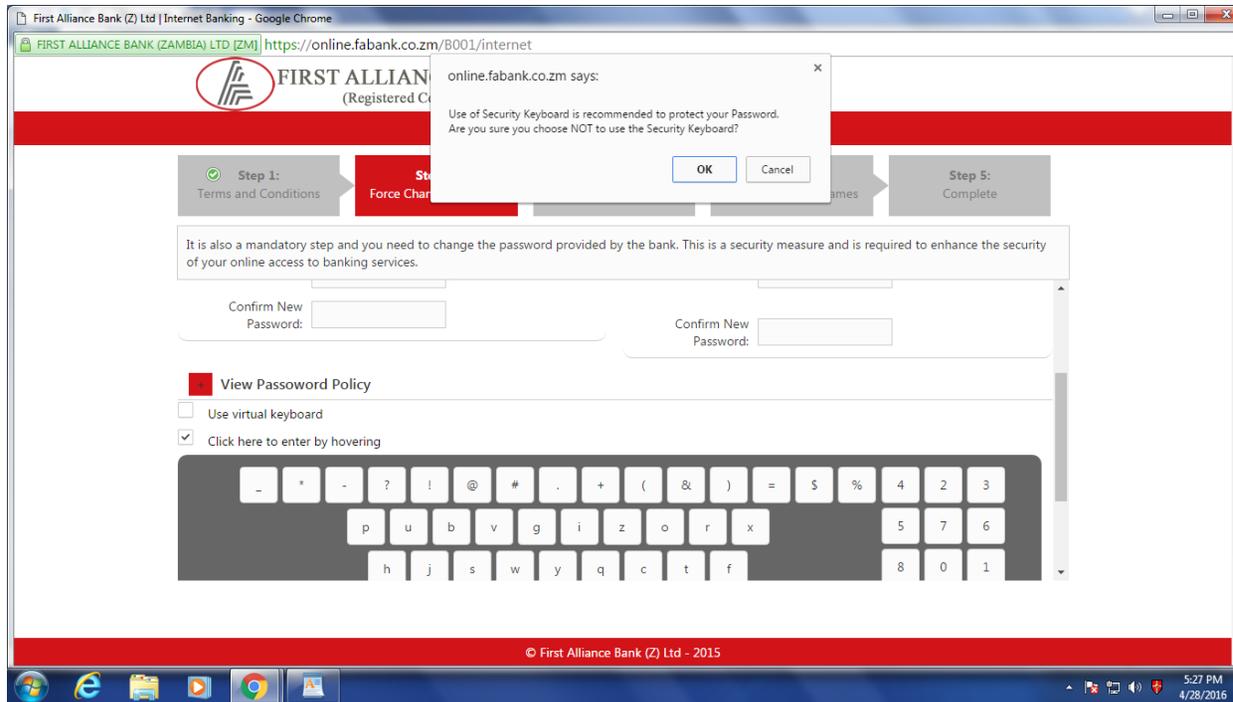
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5:27 PM
4/28/2016

Confirm both password and click on change below:

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Click OK



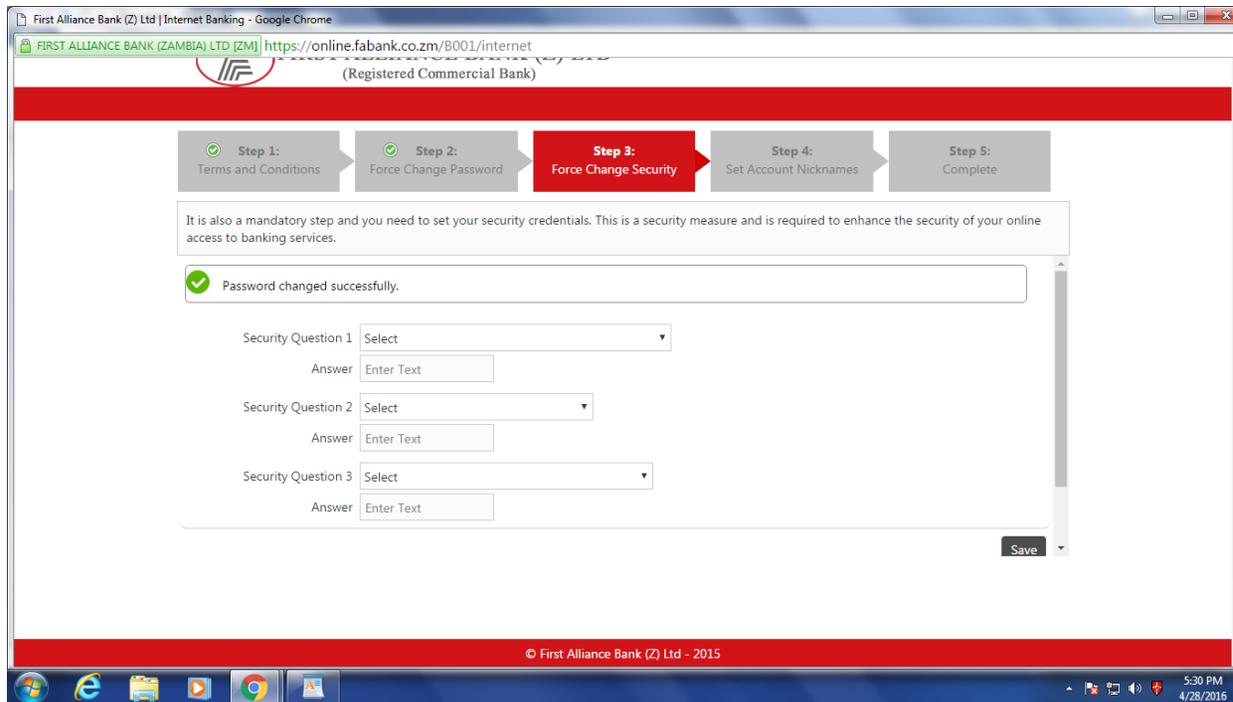
INTERNET USER GUIDE – PASSWORD ACTIVATION

The screenshot shows a web browser window with the following elements:

- Browser Tab:** First Alliance Bank (Z) Ltd | Internet Banking - Google Chrome
- Address Bar:** FIRST ALLIANCE BANK (ZAMBIA) LTD [ZM] | https://online.fabank.co.zm/B001/internet
- Header:** FIRST ALLIANCE BANK (Z) LTD (Registered Commercial Bank)
- Progress Bar:** A sequence of five steps: Step 1: Terms and Conditions (completed), Step 2: Force Change Password (active), Step 3: Force Change Security, Step 4: Set Account Nicknames, and Step 5: Complete.
- Instructional Text:** "It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services."
- Confirmation:** A green checkmark and the text "Thank you for accepting Terms and Conditions."
- Form Fields:**
 - Change Login Password:** Includes a checked checkbox, User ID: parish, Enter Old Password, New Password (with a "Strong" strength indicator), and Confirm New Password.
 - Change Transaction Password:** Includes a checked checkbox, User ID: parish, Enter Old Password, New Password (with a "Medium" strength indicator), and Confirm New Password.
- Footer:** © First Alliance Bank (Z) Ltd - 2015
- Taskbar:** Windows taskbar showing icons for Internet Explorer, File Explorer, and Chrome, with a system tray showing the time 5:30 PM and date 4/28/2016.

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Select the security questions and provide an answer to each one of them. These are essential when you forget the password and need to recover it, system will ask these questions and you need to provide these answers.



INTERNET USER GUIDE – PASSWORD ACTIVATION

The screenshot shows a web browser window for First Alliance Bank (Z) Ltd. The address bar displays the URL: <https://online.fabank.co.zm/B001/internet>. The page header includes the bank's logo and the text "(Registered Commercial Bank)".

A progress bar at the top of the main content area shows five steps:

- Step 1: Terms and Conditions (Completed)
- Step 2: Force Change Password (Completed)
- Step 3: Force Change Security (Active/Current Step)
- Step 4: Set Account Nicknames
- Step 5: Complete

Below the progress bar, a message states: "It is also a mandatory step and you need to set your security credentials. This is a security measure and is required to enhance the security of your online access to banking services."

A success message is displayed: "Password changed successfully."

Three security questions are listed, each with a dropdown menu for the question and a text input field for the answer:

- Security Question 1: Which is your favorite colour? Answer: red
- Security Question 2: What is your favourite hobby? Answer: Cricket
- Security Question 3: Which is your favorite car? Answer: Hyunda

A "Save" button is located at the bottom right of the form area.

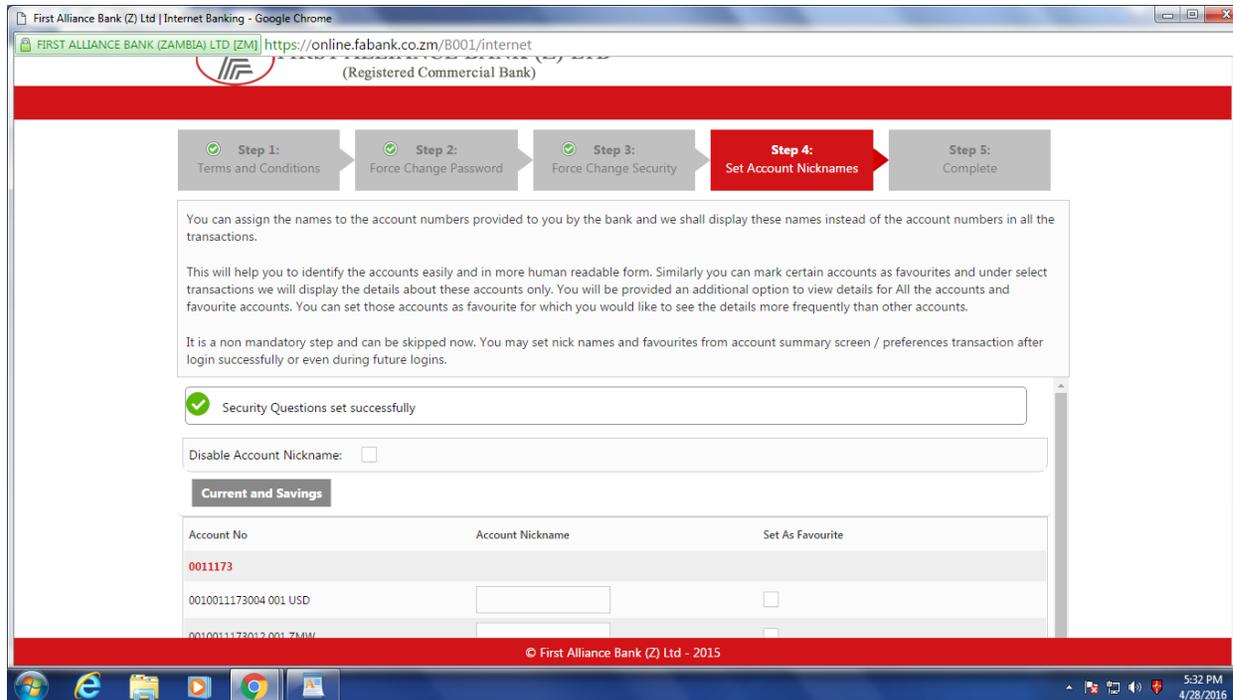
The footer of the page contains the copyright notice: "© First Alliance Bank (Z) Ltd - 2015".

The Windows taskbar at the bottom shows the system tray with the time 5:31 PM and date 4/28/2016.

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This stage is not mandatory, you may skip however you may provide nicknames for the accounts such as “Salaries, Petty Cash etc”

Thus instead of account numbers the accounts will display the Nicknames each time you view the accounts.



Click continue

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Click continue

First Alliance Bank (Z) Ltd | Internet Banking - Google Chrome
FIRST ALLIANCE BANK (ZAMBIA) LTD [ZM] | https://online.fabank.co.zm/B001/internet

Step 1: Terms and Conditions (Complete) → Step 2: Force Change Password (Complete) → Step 3: Force Change Security (Complete) → Step 4: Set Account Nicknames (Skipped) → Step 5: Complete (Active)

As a default we have provided certain limits to the transactions related to the transfer and payments and you will be able to transfer only up to this amount per transaction / per day. This is an additional security measure to minimise the loss if your login credentials are compromised.

These limits are decided considering requirements of various customer segments and if you feel that the limits assigned are still more, you may reduce the limits for each of the transactions and you will be able to transfer only up to this amount set by you.

Once limits are reduced and you need to make a transfer of amount which is more than the limits be by you an online request to increase the amount can be made to the bank. The increase of the limits will only be applicable after the bank authorizes your request.

It is also a non mandatory step and can be skipped now. A separate transaction have been provided to reduce the limits after login successfully or even during future logins.

Thank you for setting up your Internet Banking Preferences.

Enjoy the Net Banking

Step	Step Name	Completion Status	Completion Message
1	Terms and Conditions	Complete	Thank you for accepting Terms and Conditions.
2	Force Change Password	Complete	Password changed successfully.
3	Force Change Security	Complete	Security Questions set successfully
4	Set Account Nicknames	Skipped	Step skipped.

Continue

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5:33 PM 4/28/2016

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